

**Quarter 1 Service delivery complaints - 1<sup>st</sup> April 2024 to 30<sup>th</sup> June 2024**

<b>Complaints Information</b>	<b>Frontline Stage 1</b>
<b>Number of complaints received</b>	<b>5</b>
<b>Outcome of Complaint % of total</b>	
<b>% Not Upheld</b>	<b>40%</b>
<b>% Partially upheld</b>	<b>20%</b>
<b>% Upheld</b>	<b>40%</b>
<b>Average days taken to respond</b>	<b>2.8</b>
<b>% Of complaints responded to within SPSO timescales</b>	<b>100%</b>

**Breakdown of complaints by service delivery area**

<b>Service Delivery Area</b>	<b>Frontline Stage 1</b>
<b>Dissatisfaction with policy</b>	<b>1</b>
<b>Failure to provide a service</b>	<b>2</b>
<b>Disagreement with decision and no other appeal</b>	<b>1</b>
<b>Poor standard of service</b>	<b>1</b>

**Quarter 1 Service delivery complaints - 1<sup>st</sup> April 2024 to 30<sup>th</sup> June 2024**

<b>Complaints Information</b>	<b>Investigation - Stage 2</b>
<b>Number of complaints received</b>	<b>9</b>
<b>Outcome of Complaint % of total</b>	
<b>% Not Upheld</b>	<b>55.6%</b>
<b>% Partially upheld</b>	<b>11.1%</b>
<b>% Upheld</b>	<b>11.1%</b>
<b>Resolved</b>	<b>22.2%</b>
<b>Average days taken to respond</b>	<b>12</b>
<b>% Of complaints responded to within SPSO timescales</b>	<b>100%</b>

**Breakdown of complaints by service delivery area**

<b>Service Delivery Area</b>	<b>Investigation - Stage 2</b>
<b>Unhappy with staff communication</b>	<b>3</b>
<b>Anti-Social Behaviour</b>	<b>2</b>
<b>Failure to meet complaints response times</b>	<b>1</b>
<b>Planned Maintenance contractor conduct</b>	<b>1</b>
<b>Reactive repairs</b>	<b>1</b>
<b>Estate Management – Car parking</b>	<b>1</b>